



Health Services
LOS ANGELES COUNTY

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August 7, 2009

TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D. 
Interim Director

SUBJECT: **REQUEST TO AMEND INFORMATION
TECHNOLOGY SUPPORT SERVICES
MASTER AGREEMENT (ITSSMA)
WORK ORDERS FOR TWO CONSULTANTS TO
PROVIDE DESKTOP SUPPORT FOR THE
DEPARTMENT OF HEALTH SERVICES**

This is to advise you of my intent to request the Internal Services Department (ISD) to amend Work Order N04-0556 with United Technologies and Work Order N04-0566 with Global Services Resources, Inc., by extending the term of each Work Order through June 30, 2010 and increasing the total maximum dollar amounts for each Work Order. It is requested that the two Work Orders be increased by a total maximum amount of \$148,248. This added funding will increase the total maximum amount of the two Work Orders to \$505,718. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

The Computing Services (CS) Technology Support unit at Health Services Administration (HSA) maintains numerous desktop computer workstations in use within the Los Angeles County Department of Health Services (DHS). CS currently supports workforce members at three sites: 313 and 241 N. Figueroa St. in Los Angeles; 1000 S. Fremont Avenue in Alhambra and 5555 Ferguson Dr. in City of Commerce. CS personnel serve as subject matter experts for other information systems groups throughout DHS.

The two Work Orders were competitively bid and awarded in September, 2006 and amended in April, 2008.

JUSTIFICATION

There continues to be insufficient technology support employees to assist HSA users. Technology support items are not presently available to allow DHS to hire the needed staff. The purpose of these Work Orders is to provide the necessary qualified staff to assist in the support of desktop computers at all four locations mentioned above until such time as staff is hired and/or

DHS staff is mentored and trained, and knowledge and skills transfer occurs to meet the technology support needs of the department. It is anticipated that this will occur at the end of this Work Order extension.

Initial setup of support personnel will require the installation and rollout of Novell ZenWorks in order to allow remote management and automated patching of computers for compliance with HIPAA and other network security regulations.

SCOPE

The scope of work includes the following:

Network Client – Assist with system upgrades, patch testing and installation, troubleshooting, and support.

Desktop Software Support – Software installation, configuration, troubleshooting and repair for Novell GroupWise, Novell ZenWorks, Microsoft Office, Microsoft Visio, Adobe Acrobat and other applications as needed. Assist with testing of new software components; escalation of issues through appropriate help desks and the documentation of issues and resolutions using work order tracking software.

Desktop Hardware Support – Hardware installation, configuration, troubleshooting and repair for desktop computer systems and peripheral devices including printers, CD-Rom drives, DVD drives, handheld systems, scanners, etc.

Mentoring and Knowledge Transfer – This includes working with DHS technical staff and facilitating the transition of support responsibilities to DHS technical staff.

FINANCIAL IMPACT

Pricing is based on time and materials and the current time and material rates will remain unchanged for the duration of the contract. The funds for this project are currently in the Fiscal Year 2008-2009 Health Services Administration operating budget and have been requested in the Fiscal Year 2009-2010 budget.

Work Order	FY 06-08	FY 08-09	FY 09-10	Grand Total
N04-0556	\$100,000	\$78,300	75,168	\$253,468
N04-0566	\$100,000	\$79,170	73,080	\$252,250
Total	\$200,000	\$157,470	\$148,248	\$505,718

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PERIOD OF PERFORMANCE

The period of performance for each of these Work Orders will be from the date of execution through July 31, 2010.

CLOSING


Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the terms of these Work Orders and increase the maximum dollar amount. If no objection is received from your Board by August 24, 2009, we will request that ISD proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JFS:gc

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Interim Chief Information Officer
Interim Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Interim Chief Information Officer


Date